

## **Multi-type Reference Group**

### **Minutes**

**Wednesday, December 4, 2013**

**Members Present:** Patricia Brennan (RIC), Melissa Chiavaroli (Cumberland), Andrea Hajian (LaSalle), Amanda Izenstark (URI), Maura Keating (Bryant), Nancy Maddocks (Barrington Middle), Alicia Waters (OLIS), Lisa Zawadzki (Cranston)

**Members Absent:** Zach Berger (RILINK), Jessica D'Avanza (Barrington and Warwick), Mary Zammarelli (St. Joseph)

**Guests Present (Members of Resource Sharing Group):** Chaichin Chen (DSL), John Fitzgerald (Tiverton), Brian Gallagher (URI), Patricia LaRose (Newport), Lisa Maine (RIC), Dorothy Swain (Greenville), Carol Wiseman (PCO)

**Introductions:** The Multi-type Reference Group and Resource Sharing Group members introduced themselves to each other.

**News/Announcements:** RIC and Providence College will be open extended hours (24 hours/day) during exams. Bryant will have extended hours, but no overnight sessions.

Bryant has welcomed Allison Papini as a new reference librarian through the consolidation of two part-time positions. They are finishing their highly successful "Geek the Library" campaign.

URI continues to have high demand for group study rooms and is considering online software for scheduling the group study rooms. Many public libraries are using EventKeeper for scheduling their rooms and resources, such as museum passes. Bryant is using R25 as their scheduling software.

Libraries are continuing to get accustomed to the new "no bag" delivery system. Many libraries report having extra covered bins at their libraries. DVDs and other media continue to be wrapped in plastic to make sure all pieces remain intact during delivery.

Greenville has begun converting the library into a makerspace. They have a sewing machine and will be purchasing a VHS to DVD converter and a 3-D printer. Finding places for new equipment has been the major challenge.

Cranston is continuing staff training on their new 3-D printer. The printer is rather temperamental and the staff wants to resolve the reliability issues before allowing the public access to the printer. Patrons are excited about the printer and inquiring often. The use of 3-D printers has prompted concerns about guns and trademark issues. Libraries will need to come up with policies addressing these issues.

OLIS continues to have an acting chief, Karen Mellor, with no firm time frame on a permanent chief library officer.

In Spring 2015, Tiverton will open a brand new library.

URI is using WordPress, a new website software. They have placed policy pages on LibGuides, where other library staff can access and easily make changes. They have also created an online patron application using Survey Monkey.

Providence College has purchased additional iPads for students to check out and bring home. Providence College has also begun the process of removing government documents from their collection. If a document is not available for a student digitally, they will be referred to the RIC library for such documents.

Cumberland Public Library will begin digitizing Rhode Island history materials with the help of a URI intern. In addition, they plan on hosting an Unconference for library staff and paraprofessionals in the spring. They are open to suggestions regarding topics and time/day. Conference will include a free lunch. Cumberland is also planning an innovation center for the library.

Barrington Middle School is investigating ebooks and the different platforms, as well as students borrowing the devices outside of school. Students continue to struggle with research methods and Nancy is investigating new approaches, including Christopher Lehman's approach using guided inquiry.

There was some discussion about ebooks and platforms. Tish mentioned that ebrary now supports other devices and is easy to use. Maura reported that students at Bryant still prefer print books when given a choice. RIC, URI and others report similar responses to ebooks among students.

### **Discussion of Programming Ideas/Sharing Sessions with Resource Sharing Group:**

*College students conducting research at public libraries* - Amanda shared an emailed message from Jessica D'Avanza who could not attend the meeting. Jessica reported a problem she was facing with college students using the public library for university-level research. Several other public libraries reported having similar issues. Are they intimidated by academic libraries, more comfortable/convenient with their local public library that they have "always used" or are they not aware of the higher level of resources available and unique to academic libraries?

*Adapting staff to new technologies* - Competencies with new technologies is an ongoing issue with all libraries. Finding time to train, developing competencies with so many different devices and not having the opportunity to regularly practice on these numerous devices provide many challenges for librarians and libraries. Some suggestions made were using SnagIt to train staff members who could not attend the training sessions and staff cheat sheets for various devices.

*Managing heightened expectations* - Some patrons are becoming less patient with library wait times for ILL, ebooks and availability of new technology. How do we satisfy patrons who are beginning to expect instant access based on their experiences with Amazon and Apple?

*Copyright law* - How do we address the lack of understanding of copyright law among our patrons and faculty, especially when open access policies are changing constantly?

*E-book platforms* - Opportunities to share the pros and cons of ebook policies, devices and platforms with other librarians. Suggestions were made to have vendor reps available to demonstrate their products and answer questions. A suggestion was made to have a representative from the Massachusetts eBook Project attend and possibly speak about their experiences.

*Libraries as makerspaces* - Many libraries are becoming makerspaces (cake pans, sewing machines, fishing equipment, 3D printers, tablet/e-readers) and are changing the functionality of libraries. How can we better share news about these tools with patrons from libraries across the state?

*Program Planning Ideas* - Based on past experience, Chaichin recommended having round tables to help facilitate discussions. Maura will check the availability of rooms at Bryant that may be available at no cost. Tish will investigate the availability at RIC and Amanda will check on NE Tech through a URI contact. Recommended having round table moderators who present for 5 to 10 minutes to help focus the discussions.

All agreed that April would be a convenient time for most libraries. After some discussion of times, we tentatively agreed with the timeframe the Resource Sharing Group had used in their most recent conference - 10:00 a.m to 3:00 p.m.

Some type of food or food access would be nice for the conference, especially given the length, but we will need to investigate cost and budget issues.

A suggestion was made to have a hands-on roundtable session with the ebooks, possibly. The hands-on component needs to be investigated further, as high-speed Internet access is often problematic.

Regarding a speaker, the group would welcome an individual keynote speaker or a panel of speakers, as the Multi-type Reference Group had last year at their program. Suggested speakers included Renee Hobbs of URI to speak about digital literacy and/or copyright/open access issues or a representative from the MA eBook Project.

Amanda suggest the theme for the conference could be *Changing Face/Changing Space of the Library* and all agreed this theme would cover most of our program ideas.

Amanda will send out a Google Doc with these suggested programming ideas. Members of the Multi-type Reference Group and the Resource Sharing Group can add to the suggestions.

**Other business:** None.

**Next meeting:** to be announced